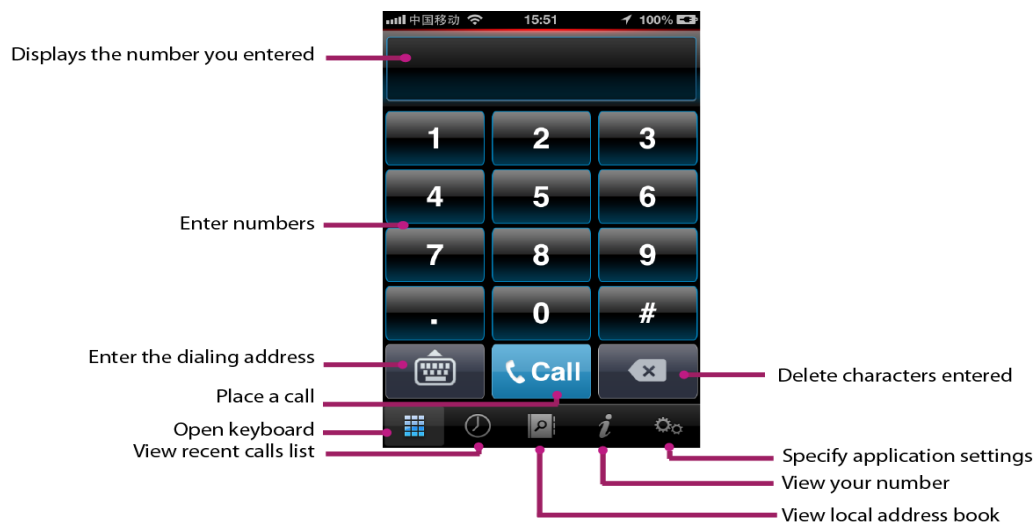




RealPresence Mobile Help for Apple iPhone

Configuring the RealPresence Mobile Application

Use the RealPresence Mobile application in basic or professional mode. Basic mode enables basic calling, but does not include professional features such as provisioning, AES and LDAP. To use professional features, you must register to a provisioning server (a Polycom Converged Management Application™ (CMA®) 4000/5000 or Polycom RealPresence Resource Manager).



To configure RealPresence Mobile in basic mode:

- 1 From your device's **Application** list, touch  **Video**.
- 2 If you select the **Register with Polycom** check box, enter your email address. In this case, user information, such as your email address, your device type, and the RealPresence Mobile version, will be sent to Polycom. Clear this check box if you do not want to send the information.
- 3 Touch **Next**.
- 4 Touch **Skip sign in**.
- 5 Touch . If you want to configure a provisioning server, touch **Sign In**. Otherwise, continue your configuration.


6 If desired, enable H.323. Touch **H.323 Settings** to configure the following options.

Options	Descriptions
Enable H.323 Calls	Enable or disable H.323 calls.
Gatekeeper Registration	Enable or disable registering your system with a gatekeeper.
Gatekeeper Choice	Internal or external gatekeeper to use when making calls.
Internal Gatekeeper	IP address or FQDN of the internal gatekeeper. Example formats are 10.11.12.13 or gatekeeper.company.com.
External Gatekeeper	IP address or FQDN of the external gatekeeper. Example formats are 10.11.12.13 or gatekeeper.company.com.
H.323 Name	Name to display to the far site during calls. For example, you might enter your first name.
H.323 Extension	Name that gatekeepers use to identify this system. Your organization's dialing plan may define the names you can use.



7 If desired, enable SIP. Touch **SIP Settings** to configure the following options.

Options	Descriptions
Enable SIP Calls	Enable or disable SIP calls.
Transport Protocol	Protocol the system uses for SIP signaling: <ul style="list-style-type: none"> TCP: reliable transport. UDP: best-effort transport.
SIP Registration	Enable or disable registering your system with a SIP server.
SIP Proxy Server	IP address or FQDN of the SIP proxy server.
SIP Registrar Server	IP address of the SIP registrar server.
Domain	Domain name for authentication with SIP registrar server: <ul style="list-style-type: none"> If you use a Polycom DMA server as the SIP server, leave this field empty. If you use a third-party SIP server, enter the domain name for authentication with the registrar server.



Options	Descriptions
SIP User Name	User name for authentication with a registrar server.
Authorization Name	Name to use for authorization when registering with a SIP registrar server.
SIP Password	Password for authentication with a registrar server.

- 8 If necessary, touch  to change the network settings.

WLAN Call Rate	Call rate to use for calls on a WLAN network.
3G/4G Call Rate	Call rate to use for calls on a 3G or 4G network.

- 9 Touch **Done**. If gatekeeper or server registration fails,  is displayed at the bottom of your screen. Touch  to see more information.

To configure the RealPresence Mobile application in professional mode:


- 1 From your device's **Application** list, touch  **Video**.
- 2 If you select the **Register with Polycom** check box, enter your email address. In this case, user information, such as your email address, your device type, and the RealPresence Mobile version, will be sent to Polycom. Clear this check box if you do not want to send the information.
- 3 Touch **Next**.
- 4 Enter the provisioning server address, your user name, and password. Touch **Go**.
- 5 If necessary, touch  to change the network settings.

Options	Descriptions
WLAN Call Rate	Call rate to use for calls on a WLAN network.
3G/4G Call Rate	Call rate to use for calls on a 3G or 4G network.
Auto-answer	Specifies whether to answer incoming calls automatically.
Enable Auto-answer	Enable or disable auto-answer of incoming calls.
Audio Mute	Allows the system to mute the audio of auto-answered calls.
Video Mute	Allows the system to mute the video of auto-answered calls.

To sign out from the provisioning server:

- 1 Touch .
- 2 Touch **Sign Out**.


To force close the RealPresence Mobile application:

- 1 Touch the **Home** button of your device.
- 2 Double-touch the **Home** button.
- 3 Touch and hold **Video**.
- 4 Touch .

To check the current connection status and IP address:

- » Touch .



In case of a network connection problem, touch  to see more information.

Fields	Description
My Number	Numbers the far end can use to call you.
Provisioning Service	Provisioning server address.

Fields	Description
H.323	H.323 gatekeeper.
SIP	SIP configuration information.
Network	IP address the far end can use to call you.



Depending on your dialing plan, the far end may call you with any of your numbers, including your IP address. Ask your IT administrator for more information.

Calling

The RealPresence Mobile application enables you to place and receive point-to-point calls. You can also join multipoint calls hosted by multipoint conferencing systems, such as Polycom RMX systems, and by endpoints with multipoint capabilities, such as Polycom HDX systems.

You can call contacts from your recent calls list or enter the contact numbers manually. If you register to a provisioning server, you can call contacts from your corporate directory. During a call, use the in-call toolbar to control your video, volume, and camera.






Participating in a video call in a 3G or 4G network requires sending and receiving large amounts of data. Be sure that your service plan allows a sufficient level of data transfer to support video calling.

Placing Calls

Whether using the system in basic or professional mode, place calls by entering a contact number directly or by using your recent calls list.

To place a call by entering a number:

- 1 Touch  and then enter the name or number to call. You can use any of the formats shown here:
 - 2555 (SIP user name or E.164 extension for H.323)
 - stereo.polycom.com (FQDN name)
 - user@domain.com (SIP_username@domain.com)
 - 10.11.12.13##1234 (signaling IP##conference ID for H.323)
 - 10.11.12.13 (IP address, including the dots)
 - 1234@10.11.12.13 (SIP user name@IP address)
- 2 Select the call type, SIP or H.323.



- 3 To enter an extension or password, touch .
- 4 Touch  to start the call.

To place a call from your recent calls list:



- 1 Touch .
- 2 Touch an entry to call.

Note: Your recent calls list can hold up to 100 entries.


Placing Calls from Your Corporate Directory

When using RealPresence Mobile in professional mode, which provides LDAP service, you have additional ways to place calls. Place calls from your corporate directory or from your local address book. If there is a registration problem,  is displayed at the bottom of the screen. Touch  for more information.

To place a call from your corporate directory:

- 1 Touch .
- 2 Click **Directory**.
- 3 Enter the name or part of the name of the contact you want to call, then touch **Search**.
- 4 Touch the contact name from the search results.
- 5 Touch the device name and then touch .
- 6 Touch **Place Call (H.323)** or **Place Call (SIP)**. If you cannot find the option **Place Call (H.323)** or **Place Call (SIP)**, the contact may have no H.323 extension or SIP URI configured. Contact your IT administrator.

To place a call from your local address book:

- 1 Touch .
- 2 Click **Local**.
- 3 Touch the contact name from the search results.
- 4 Touch **Place Call (H.323)** or **Place Call (SIP)**. If you cannot find the option **Place Call (H.323)** or **Place Call (SIP)**, the contact may have no H.323 extension or SIP URI configured. Contact your IT administrator.

Managing Calls

You can simply use the RealPresence Desktop application to make, answer, reject, or end calls.

To answer a call:

- » Touch .

To reject an incoming call:

- » Touch .



To end the current call:

- » Touch .



Incoming call notification is displayed only when RealPresence Mobile is the active application.

To clear the Recent Calls list:








- 1 Touch .
- 2 Do one of the following:
 - To clear all recent calls, touch , and then touch **Clear All**.
 - To delete one recent call entry, swipe right on the desired entry, and then touch **Delete**.

Using the In-Call Toolbar

During a call, touch the screen to view the in-call toolbar. Use the in-call toolbar to access additional features of the RealPresence Mobile application, for example, to switch cameras or mute your audio.






Call Icons

Icons	Descriptions
	Answered call
	Outgoing call
	Missed incoming call
	Unconnected outgoing call
	Poor network connection
	Unstable network connection
	Good network connection




Managing Contacts

After you register the RealPresence Mobile application to a provisioning server, you have access to Lightweight Directory Access Protocol (LDAP) service. With LDAP, you can call contacts in your corporate directory. You can also add, delete, or edit contacts in your local address book.

To add a contact from a corporate directory to your local address book:

- 1 Touch  and then touch **Directory**.
- 2 Enter the name or part of the name of the contact you want to find, and then touch **Search**.
- 3 Touch the contact name from the search results.
- 4 Touch the device name of the contact, then touch .
- 5 Touch .



To add contacts from recent calls list to your local address book:

- 1 Touch .
- 2 Touch  of the contact number you want to add.
- 3 Touch  to add the contact to your local address book.
- 4 Complete contact information and then touch **Done**.



If the most recent call number is an IP address, you cannot add it to your local address book.


To add a new contact to your local address book manually:

- 1 Touch , and then touch **Local**.
- 2 Touch .
- 3 Specify the contact information.
- 4 Only the display name is required. However, you must enter at least one of following before you can call this contact:
 - H.323 Extension
 - H.323 Name
 - SIP URI

Fields	Descriptions
Display Name	Name you use to identify the contact. The display name appears only on your screen, so it can be any name that is meaningful to you.
Title	Contact's job title.
Phone	Contact's phone number.
Email	Contact's email address.
Location	Contact's location.
Device Name	Name or type of system.
H.323 Extension	Number that gatekeepers use to identify this system. Your organization's dialing plan may define the numbers you can use.
H.323 Name	Name that gatekeepers use to identify this system. Your organization's dialing plan may define the names you can use.
SIP URI	SIP URI of the system.

- 5 Touch **Done**.

To edit a contact in your local address book:


- 1 Touch  and then touch **Directory**.

- 2 Touch the contact number you want to edit.
- 3 Touch **Edit**.
- 4 Edit the contact information, and then touch **Done**



If you add this contact again from your corporate directory to your local address book, your edits are lost.

To delete a contact from your local address book:

- 1 Touch  and then touch **Directory**.
- 2 Touch the contact number you want to delete.
- 3 Touch **Edit**.
- 4 Touch **Delete Contact**.
- 5 Touch **Delete**.

To quickly locate a contact:

- » Touch a letter to view names that start with that letter.

Managing Cameras and Content

The RealPresence Mobile application also enables you to switch cameras, switch among windows, and view content during the call.

To switch cameras:

- » While viewing your local video, touch  to switch between your front and rear cameras.

To switch among Windows:

- » To switch among local, people, and content windows, swipe left or right



When the content is maximized, you cannot switch windows.

Solving Problems

Problem Description	Solution
Video quality is poor.	<p>Try the call again using a lower call rate. See Configuring the RealPresence Mobile Application on page 1.</p> <p>You can also set up a private wireless network with a private key for the RealPresence Mobile application:</p> <ol style="list-style-type: none">1 From the Applications list, touch Settings > WLAN.2 Choose your private wireless network.3 Enter your user name and password, and touch Join.
Audio is noisy in calls from one device to another.	<p>If the two devices are near to each other, mute the audio of one of them.</p>
Video is not available.	<p>Ensure that you are connected to a mobile network and registered to a provisioning server. Then try the call again.</p>

Problem Description	Solution
Unable to place a call.	Do one of the following: <ul style="list-style-type: none">• Check whether your WLAN connection is lost. If yes, turn off the WLAN, and then turn it on again.• Wait three minutes or longer, then turn off the gatekeeper or SIP registration. Then turn it on again.• Check whether your far end has a connection problem.
Registration fails.	Do one of the following: <ul style="list-style-type: none">• Check whether your WLAN connection is lost. If yes, turn off the WLAN, and then turn it on again.• Wait for more than three minutes. Turn off the gatekeeper or SIP registration and then turn it on again.• Change the H.323 Name and H.323 Extension and then register again.• Force close the RealPresence Mobile application and then try again.• If the registration fails when you are signed in to a provisioning server, sign out and then sign in again.
Cannot sign in to the provisioning server.	Do one of the following: <ul style="list-style-type: none">• Make sure the account information is correct.• The DNS server may be unable to resolve your domain name. Contact your network administrator for help.• Check your network connection.

Polycom Notices

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